



# MICHAEL ANDERSON

Product Manager

Insightful and strategic Public Digital Services Product Manager with a robust history of driving digital transformation within the public sector. With over five years of experience, the ability to leverage technology to enhance service delivery and improve citizen engagement. Known for a collaborative approach that fosters innovation and encourages stakeholder participation in digital projects.

## WORK EXPERIENCE

**Product Manager**

2020-2023

City Digital Innovation Lab

- Led the development of a digital service platform that improved public access by 50%.
- Collaborated with IT teams to ensure seamless integration of digital tools into existing systems.
- Conducted user experience research to refine digital offerings based on community feedback.
- Facilitated training sessions for staff on digital tools to improve service delivery.
- Managed project timelines and budgets to ensure successful outcomes.
- Engaged with community stakeholders to promote digital literacy initiatives.

**Assistant Project Manager**

2019-2020

Department of Technology Services

- Supported the implementation of a new public service website, enhancing user experience.
- Assisted in gathering user feedback to inform product enhancements.
- Coordinated cross-departmental efforts to align digital initiatives with organizational goals.
- Monitored project performance metrics to ensure alignment with strategic objectives.
- Contributed to the development of user training materials for new digital tools.
- Participated in community outreach programs to promote digital service usage.

## ACHIEVEMENTS

- Successfully launched a digital platform that increased public service engagement by 70%.
- Recognized for outstanding project management by the City Council.
- Instrumental in developing a digital literacy program that reached over 10,000 citizens.

## CONTACT

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## EDUCATION

**Bachelor of Arts in Public Administration**

University of State  
2018

## SKILLS

- Digital Transformation
- User Experience Design
- Project Coordination
- Stakeholder Engagement
- Service Delivery Optimization
- Data Analysis

## LANGUAGES

- English
- Spanish
- French